

Process Service Officer Performance Outcomes**Category 9 – Field Training**

In conjunction with completing basic academy training, the process service officer must identify requirements related to the employing agency, and community resources and agencies that may assist job performance. Expected performance outcomes include this basic knowledge and cover the following:

9.1. – 9.6. Policies, Procedures, and Operations

- 9.1. Identify agency policy regarding professional appearance related to clothing and grooming.
- 9.2. Identify agency policy and procedures for handling violations of professional, ethical, or legal standards of conduct by fellow process service officers.
- 9.3. Identify agency policy and procedure related to communicating information about service of process to internal and external authorities.
- 9.4. Identify agency policy and procedure for obtaining assistance for communicating with various cultural backgrounds or with various disabilities.
- 9.5. Identify agency policy and procedures for eviction when an outstanding warrant exists.
- 9.6. Identify department policy related to explaining a violation of county or municipal ordinance(s) that is the basis for service of process.